

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Group Art Unit:3629

WILLIAM T. ROWSE et al.

Examiner: Jonathan P. Ouellette

Serial No.:

09/547,661

Filed: April 12, 2000

SYSTEM FOR PROCESSING A CUSTOMER CONCERN

Attorney Docket No.: FMC 1185 PUS / 81050169

INFORMATION DISCLOSURE STATEMENT AND CERTIFICATION UNDER 37 C.F.R. § 1.97(d) AND (e)

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Sir:

In compliance with the duty of disclosure under 37 C.F.R. § 1.56 and §§ 1.97-1.98, the references listed and identified on the attached Form PTO/SB08A are being submitted herewith for consideration by the Examiner. This Statement is being filed in accordance with 37 C.F.R. § 1.97(d), i.e., either after the mailing date of a final rejection, or a notice of allowance, but before payment of the issue fee.

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CERTIFICATE OF MAILING UNDER 37 C.F.R. § 1.8

I hereby certify that this paper, including all enclosures referred to herein, is being deposited with the United States Postal Service as first-class mail, postage pre-paid, in an envelope addressed to: Mail Stop [AF or Issue Fee], Commissioner for Patents, U.S. Patent & Trademark Office, P.O. Box 1450, Alexandria, VA 2513-1450 pm:

John S. Le Roy Name of Person Signing

Signature

Atty Dkt No. FMC 1185 PUS / 81050169

S/N: 09/547,661

Each item of information contained in this Statement was first cited in any communication from a foreign patent office in a counterpart foreign application (copy of communication enclosed) not more than three months prior to the filing of this Statement.

The fee of \$180.00 pursuant to the provisions of 37 C.F.R. § 1.17(p), as well as any additional fee or credit of any overpayment in connection with this filing, should be charged to 06-1510 (Ford Global Technologies, Inc.). A duplicate of this paper is enclosed for that purpose.

No copies of the listed U.S. patent references or the listed U.S. patent application publication references have been included herewith pursuant to 37 C.F.R. § 1.98(a)(2). All other references have been provided as required. Consideration and entry into the record of the listed references is respectfully requested.

Respectfully submitted,

WILLIAM T. ROWSE et al.

John S. Le Roy

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Date: February 9, 2005

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PTO/SB/08A (10-96) [MODIFIED]

Approved for use through 10/31/99. OMB 0651-0031 Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act 1995, are required to respond to a collection of information unless it contains a valid OMB control number. Complete if Known INFORMATION DISCLOSUSTATEMENT Substitute for Form 1449A/PTO **Application Number** 09/547,661 Filing Date April 12, 2000 STATEMENT BY APP **First Named Inventor** William T. Rowse et al. 3629 Group Art Unit (use as many sheets as necessary) Jonathan P. Ouellette Examiner Name 1 1 Attorney Docket Number 81050169 / (FMC 1185 PUS) of Sheet

U.S. PATENT DOCUMENTS							
Examiner Initials	Cite No.1	U.S. PATENT D	COCUMENT Kind Code ² (if known)	Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	
	US	6,330,975	B1	Bunte et al.	12/18/2001		
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	FOREIGN PATENT DOCUMENTS								
Examiner Initials	Cite No.1	Offic	Foreign Patent	Kind	Code⁵ nown)	Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	
	EP		03 10 0349	¥		EP Search Report	6.01.2005		
	DE		199 60 769		A1	IBM Corp.	29.6.2000		
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Examiner		Date					
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considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See attached Kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.